

## Claims

1. A computer program product for managing support of an application having On Shift support hours and Off Shift support hours, said program product comprising:

a computer readable medium;

first program instructions to receive a request to view contact information for support people for said application, and in response, determine whether said request occurs during said On Shift support hours or said Off Shift support hours, and

if said request occurs during said On Shift support hours, second program instructions determine the support people who are On Shift and the support people who are Off Shift for said application, and direct display of said On Shift support people and said Off Shift support people in a list such that said support people who are On Shift are listed before said support people who are Off Shift; and

if said request occurs during said Off Shift support hours, said second program instructions determine the support people who are Off Shift and the support people who are On Shift for said application, and direct display of said Off Shift support people and said On Shift support people in a list such that said support people who are Off Shift are listed before said support people who are On Shift; and wherein

said first and second program instructions are recorded on said medium.

2. A computer program product as set forth in claim 1 wherein there are a plurality of said On Shift support people including an On Shift primary support person and an On Shift backup support person, and there are a plurality of said Off Shift support people including an Off Shift

primary support person and an Off Shift backup support person, and in each of said lists the respective primary support person is listed before the respective backup support person.

3. A computer program product as set forth in claim 1 further comprising:

third program instructions to create a database specifying said On Shift support hours and said Off Shift support hours for said application, and which of said support people are On Shift and which of said support people are Off Shift.

4. A computer program product as set forth in claim 1 wherein there is a preferred On Shift contact method and a preferred Off Shift Contact method for each of said On Shift support people and each of said Off Shift support people, and each of said lists specifies said preferred On Shift contact method for each of said On Shift support people and said preferred Off Shift contact method for each of said Off Shift support people.

5. A computer program product for managing support of an application, said program product comprising:

a computer readable medium;

first program instructions to receive a request to view contact information for support people for said application, and in response, determine whether said request occurs during On Shift support hours or Off Shift support hours of said application and determine the support people who are On Shift and the support people who are Off Shift for said application; and

wherein there is a preferred e-mail address for On Shift contact and a preferred e-mail address for Off Shift contact for each of said support people, and the preferred e-mail address for On Shift contact is different than the preferred e-mail address for Off Shift contact for at least one of said support people; and

second program instructions to receive a request to send an e-mail to one or more of said On Shift and Off Shift support people, and

if said e-mail request occurs On Shift, send the e-mail to the preferred On Shift e-mail address for each of said one or more On Shift support people and each of said one or more Off Shift support people; and

if said e-mail request occurs Off Shift, send the e-mail to the preferred Off Shift e-mail address for each of said one or more On Shift support people and each of said one or more Off Shift support people; and wherein

said first and second program instructions are recorded on said medium.

6. A computer program product as set forth in claim 5 further comprising third program instructions to direct display of said On Shift support people and said Off Shift support people before said e-mail is sent; and wherein said third program instructions are recorded on said medium.

7. A computer program product as set forth in claim 5 wherein said one or more of said On Shift and Off Shift support people are all of said On Shift and Off Shift support people.

8. A computer program product as set forth in claim 5 wherein at least one of said e-mails is sent to a pager.

9. A computer program product as set forth in claim 8 wherein at least one of said e-mails is sent to a cell phone.

10. A computer program product as set forth in claim 8 wherein at least one of said e-mails is sent to a computer work station.

11. A computer system for managing support of an application, said computer system comprising:

means for receiving a request to view contact information for support people for said application, and in response, determining whether said request occurs during On Shift support hours or Off Shift support hours of said application and determining the support people who are On Shift and the support people who are Off Shift for said application; and

wherein there is a preferred e-mail address for On Shift contact and a preferred e-mail address for Off Shift contact for each of said support people, and the preferred e-mail address for On Shift contact is different than the preferred e-mail address for Off Shift contact for at least one of said support people; and

means for receiving a request to send an e-mail to one or more of said On Shift and Off Shift support people, and

if said e-mail request occurs On Shift, sending the e-mail to the preferred On Shift e-mail address for each of said one or more On Shift support people and each of said one or more Off Shift support people; and

if said e-mail request occurs Off Shift, sending the e-mail to the preferred Off Shift e-mail address for each of said one or more On Shift support people and each of said one or more Off Shift support people.